

FUJITSU
Work
Life Shift



Welcome to the Customer Experience Center

Your people demand constant connectivity, instant technology services, unfaltering availability, and device flexibility. It's what they need to do their jobs. And, with feature-rich, multi-channel, persona-based, self-service driven support, you can deliver.

Fujitsu's Customer Experience Center gives you what you need to meet their demands – underpinned by AI and automation, and measured by the user experience. So, your workforce can be productive wherever, whenever, and however they choose.

shaping tomorrow with you

FUJITSU



Your service expectation for your organization's new environment

The world of work is going through unpredictable change; to survive and prosper, your organization has to pursue adaptability. At the same time, our environment and society are facing unprecedented challenges; we all have to reimagine how we live and work.

We call this **FUJITSU Work Life Shift**

The companies that do the best during the FUJITSU Work Life Shift will be those that are agile, lean, and ever-improving. So, while you compete on a global scale, you're likely concentrating on your core activities. However, this drives an increased focus on cost reduction, which has led, in turn, to a change in outsourcing strategies for things like IT support.

You're looking for a partner that can not only reduce costs but add value.

How the Customer Experience Center meets that expectation

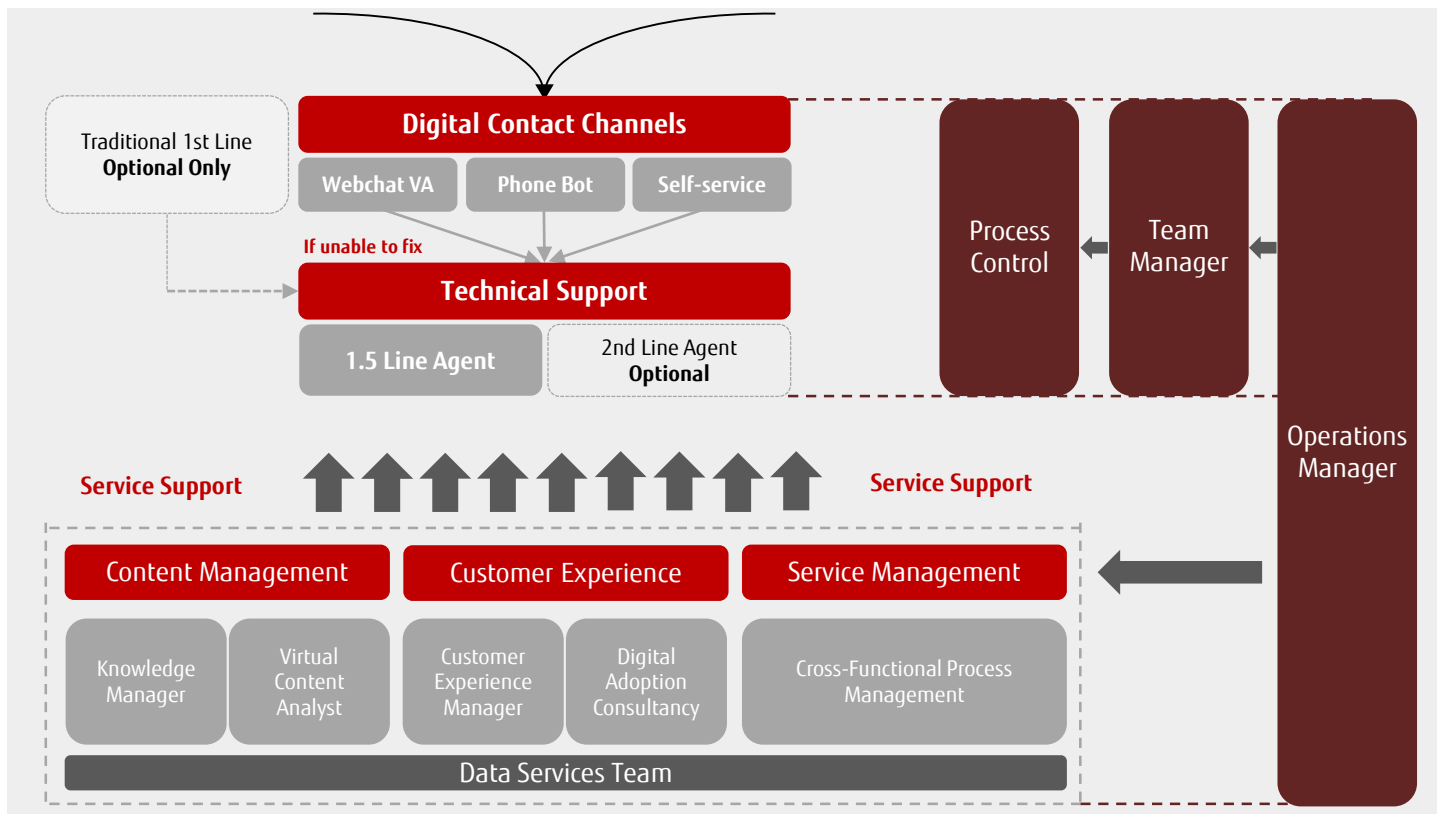
Get the support you need, whenever and wherever you need it. The Fujitsu Customer Experience Center is an intelligent support service experience that enables you and your workforce to be more productive and efficient.

With a seamless and simple support experience, you can push the boundaries of support beyond IT to generate tangible business value. This end-to-end approach to IT service provides a valuable opportunity to drive productivity and overall employee experience.

As a central point of contact, it creates a control mechanism for end-to-end service integration. With optimization provided by Lean Continuous Service Improvement, and with standards ensured, the Customer Experience Center is a truly consistent, value-adding global service, delivered using:

- Intelligent Assist: Multi-lingual Service Desk, using five Global Delivery Centers around the world, supporting over 40 languages.
- Intelligent Assist Online: Portal, Catalogue, and Knowledge Services using Fujitsu TFSNow, powered by ServiceNow.
- Intelligent Virtual Assist: Virtual agent (bots), Translation, Content and Knowledge Services using Virtual Agent, and Fujitsu knowledge management services. Dynamic Interactive Virtual Assistance (DIVA) using AR Video Conferencing.
- Intelligent Access: Password and Access Management and Voice Biometrics using Fast Password Reset tool.
- Intelligent User Experience: Actionable user insight using tools such as Happy Signals and Fujitsu User Experience expert.

Our value-based approach explained



The Fujitsu Customer Experience Center delivers value to your organization by combining constant availability, flexibility, and tailored services – delivered consistently on a global scale. The service delivers value with:

- **Always-on support:** Supporting you anytime, anywhere with an IP address on any device.
- **Reduced complexity:** Simplifying the end-to-end support experience by providing a consistent user interface and experience.
- **Automation and prioritization:** Understanding business-critical tasks and prioritizing service in line with what really matters to your organization.
- **Intuitive insight:** Understanding where your people are, what devices they're using, what skill levels they have, and many other contextual features.
- **Personalization:** Using insight to deliver a support experience that is tailored to your people's preferences, role requirements, and business criticality.
- **Experience-driven service design:** Providing a great user experience that drives productivity and internal advocacy.





Your organization's benefits

Whenever or wherever you need our engineering capabilities, they'll be there. We proactively search for new or existing issues affecting your organization's systems that could impact your employees, then act rapidly to rectify issues. All with the goal of doing everything we can to mitigate or minimize downtime for your organization.

The benefits are clear; you can expect to see a 20% reduction in support calls when proactive maintenance services are in place. And there's more when you tailor the service you receive. Depending on your choice of additional modules, you can expect:

- Increased time for colleagues to do their core role.
- Improved workforce productivity and engagement.
- Greater agility to upscale services.
- Seamless end-to-end service.
- Increased resilience and adaptability.
- A more proactive – and less reactive – process.
- Promote self-service via multiple channels.
- Increased first-time fix.
- Improved knowledge management for users, reducing silos of knowledge.
- Personalized support.
- Automating and prioritizing.
- Automatic ticket creation and workflow.
- Reduced costs while maintaining quality of service.

Service desk delivery models

Dedicated	Resources are fully dedicated to a particular customer
Shared	Resources are shared between multiple customers
Hybrid	Some of the resources are dedicated to one customer, but others are shared (e.g. shared model during out of business hours to support customers 24x7, resulting in service cost reduction)

Remote monitoring

Remote tools prevent selected IT issues from occurring.

Fix it yourself

Solutions and FAQs delivered to end customers through variety of tools, such as Self Service Portals and Virtual Agent

Fix it for you

Service desk agents are available to support customer issues via different channels, including phone, chat, email.



Why Fujitsu?

Ready to pick a partner? Fujitsu looks after over 8 million end-user devices worldwide and has been recognized as a Leader in Gartner 2020 Magic Quadrant for Managed Workplace Services, Europe, for the fourth year running.

You can count on our proven, accomplished record of delivering global customer services. With our combined depth of experience and breadth of services, spread across industries and service lines, we have the necessary expertise and resources to deliver services tailored for your organization. With global reach to 180 countries worldwide, capabilities in 40+ languages, and a portfolio of globally standardized services, we can cost-effectively provide local delivery on a worldwide scale, 24/7, 365, your organization can expect a truly local experience on a global scale. And the service can be further tailored by utilizing the additional modules to enhance customer service experience.

To sum up, we are:

- **Focused on experience:** Our User Experience experts use sentiment analysis to ensure that your workforce receives the best experience, so they can thrive.
- **Secure:** With clients include military, security, central government, and major financial services firms, we are trusted with the sensitive operations of highly stringent organizations.
- **A leader in vision and execution, as recognized by Gartner:** We have market-leading expertise, developed by supporting approximately 3.7 million workers worldwide.
- **Scalable:** Our global presence and highly talented teams enable us to quickly adapt to support your changing needs, anywhere.
- **Flexible:** We provide 'content as a service' for multiple chatbot solutions, meaning we can accommodate similar managed service options to our standard product and capability.

Where next?

Any interruption in your organization creates problems that often extend further than the initial issue; disruption breeds more disruption. With lost productivity leading to lost revenue, and impacting competitiveness, the financial and reputational risks are not ones that the modern enterprise can accept. When you choose Fujitsu, we work to avoid any disruption to your operations.

For more information, please visit our website, or sign-up for a session in our Virtual Digital Transformation Center, where we can work with you to co-create your Customer Experience Center service, and demonstrate the value it can deliver.

“Create an environment for your people to thrive.”

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